

Kentucky Public Service Commission

P.O. Box 615

Frankfort, KY 40602-0615

May 11, 2009

2009-00070
RECEIVED
MAY 14 2009
PUBLIC SERVICE
COMMISSION

Enclosed please find ten (10) copies of formal complaint per rules of procedure of 807 KAR5:001 that my husband and I wish to have considered by the Public Service Commission after experiencing disruption of service with our cellular and land line phone through AT & T during the January 2009 ice storm.

We will respectfully await your findings.



Elizabeth R. Jones

408 Third Street

Fulton, KY 42041

COMMONWEALTH OF KENTUCKY
BEFORE THE PUBLIC SERVICE COMMISSION

2009-00070

In the matter of:

RECEIVED

MAY 14 2009

PUBLIC SERVICE
COMMISSION

Alan & Elizabeth R Jones)
(Your Full Name))
COMPLAINANT)

VS.

AT&T)
(Name of Utility))
DEFENDANT)

COMPLAINT

The complaint of Alan & Elizabeth R Jones respectfully shows:
(Your Full Name)

(a) Alan & Elizabeth R Jones
(Your Full Name)

408 Third Street - Fulton, Ky
(Your Address)

(b) AT&T
(Name of Utility)

PO Box 105503 Atlanta GA 30348-5503
(Address of Utility)

(c) That: Communication via cell phone
(Describe here, attaching additional sheets if necessary,

service during the period of time 012709
the specific act, fully and clearly, or facts that are the reason
to 022409 unavailable due to ice & winter
and basis for the complaint.)
storm damage to above ground lines

Continued on Next Page

Formal Complaint

Alan & Elizabeth R Jones vs. AT&T

Page 2 of 2

The complainants are both employed in the medical field making cell phones an indispensable form of communication to their work - esp. in emergency or disaster relief efforts the magnitude of January 2009's ice storm

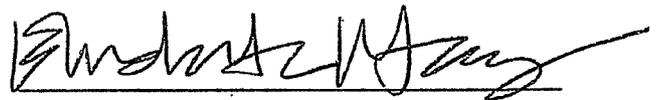
Wherefore, complainant asks

(Specifically state the relief desired.)

that our communications company (AT&T) be held responsible for NOT billing their customers in good standing during periods of time when service is impaired

Dated at Fulton, Kentucky, this 15th day
(Your City)

of April, 2009
(Month)



(Your Signature)